

WaterWatch

Customer Service Division: 703-248-5071

Web: www.ci.falls-church.va.us

E-Mail: water@ci.falls-church.va.us

Welcome!

Welcome to the first edition of Water Watch, your City of Falls Church's resource for water news and information. As a water customer, we want to keep you informed about the most recent topics regarding water rates, treatment, conservation and more.

Water Watch will be published quarterly and will be included with your future water bills. We look forward to updating you and appreciate any feedback you have regarding Water Watch or other water-related matters. Contact us via e-mail at water@ci.falls-church.va.us. Our goal is to provide you, the customer, with the best service possible.

The City of Falls Church water department manages your water services through its Customer Service Division.

Changes to Your Water Rate

Beginning July 1, 2004, the following charges will now be applied to your water bill:

Water commodity charge\$2.36 per 1,000 gallons
Peak use charge\$3.60 per 1,000 gallons
Account Charge\$25.00 One time chg. on first bill
Water Advance Quarterly Use ChargeVaries
Sewer Charge\$5.38 per 1,000 gal of water used
Sewer Advance Quarterly Use Charge	...\$15.00 One time chg on first bill

These charges were adopted on May 12, 2003 and are in accordance with the City's Ordinance 1730. To learn more, visit www.ci.falls-church.va.us and click on "City Code".

Water Treatment Change Expected This Summer

To reduce the elevated lead levels in homes in Washington, D.C., the Washington Aqueduct, which supplies and treats our water, will begin a proven treatment technique to reduce the lead that enters the water through lead-based plumbing. By applying a food-grade chemical used by utilities nationwide, orthophosphate will aid in corrosion control within our water supply.

In June the Washington Aqueduct began adding orthophosphate to water being pumped to a small area in Washington, D.C. to gauge its effects on the distribution system and customers. Based on the results of this pilot study to date, you should not experience any changes in the taste, color, or odor of your water.

If you have any questions, please call the City's Public Utilities Division at 703-248-5070.

Meter Replacement Program

The City has begun upgrading its current water meters to install automatic meter readers that will enable meter-reading staff to automatically read a meter using a hand-held computer. This advanced technology provides accurate and timely readings and is easier to access for the meter readers. Remember, you can always do your part in helping the meter readers by keeping these City-owned and maintained meter lids and the area surrounding the meters free from debris, mulch, weeds and litter.

Remember....

- If you are moving soon, please notify the Customer Service Division at 703-248-5071 at least three business days prior to your termination date so that we can schedule your final reading.
- All City of Falls Church Meter Readers and Technicians are easily identifiable in their City of Falls Church shirt. City ID badges are also worn at all times.
- Read the 2004 Annual Water Quality Report on the City's website, www.ci.falls-church.va.us. Click on "Water Services".



Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100
Falls Church, VA 22046

Office Hours: Monday - Friday 8:00am - 5:00pm

Representatives are available from 8:00am - 5:00pm Monday - Friday.

Main number: 703-248-5071

After Hours Emergencies:

Chain Bridge Pumping Station

703-248-5044

703-248-5214 fax

Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 37027

Baltimore, MD 21297-3027

On the Web

www.ci.falls-church.va.us

E-Mail: water@ci.falls-church.va.us

What to do if your Water Has Been Turned Off

If your water service is disconnected for non-payment, please note the following reconnection policy that will apply:

If full payment plus all penalties is received by 4 p.m. at the Customer Service Division, service will be reconnected that same day by 8pm. If full payment plus all penalties is received after 4 p.m., service will be reconnected the following business day, Monday through Friday, between 8 a.m. and 4 p.m.

No service will be restored after 8 p.m.

The reconnection of service fee is \$35.00; there is a tampering fee of \$150.00 and a returned check fee of \$30.00.

Certain medical conditions, such as home dialysis, require that water be available at all times. Please contact the Fairfax County Health Department at 703-246-2435 for a letter stating the condition and forward a file copy to the Customer Service Division. Under these circumstances only, water service will not be disrupted for non-payment. We will also notify you in advance of any scheduled work that would interrupt water service.

Use Water Wisely!

Check for Leaks

In partnership with the Washington Metropolitan Council of Governments and the region's water suppliers, we encourage you to help the region conserve water through a variety of ways.



Water-Saving Tip #28 - Leaking toilets are the number one source of wasted water in the home. A leaky toilet tank wastes between 300 gallons (slow leak) and 60,000 gallons (running toilet) per month. To detect a slow leak, put a few drops of food coloring in the toilet tank and wait 15 minutes without flushing. If the water in the bowl turns color of the food coloring, you have a leaky tank and should replace the parts inside of your tank. Repair kits are very inexpensive and are available at most home improvement stores.